Part No. P0941757 05

CallPilot

Programming Record

NORTEL NETWORKS™

CallPilot Programming Record

Copyright © 2002 Nortel Networks

All rights reserved. 2002.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks NA Inc.

The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of that license. The software license agreement is included in this document.

Trademarks

NORTEL NETWORKS is a trademark of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

All other trademarks and registered trademarks are the property of their respective owners.

About the CallPilot Programming Record

Use this guide to record how you program your CallPilot Mini, CallPilot 150 or Business Communications Manager 3.0 system. You can also use this guide as a reference when you make changes to CallPilot programming.

This guide includes:

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed. To record Call Center programming use the *Nortel Networks Call Center Set Up and Operation Guide*
- system defaults for CallPilot Mini, CallPilot 150 and Business Communications Manager 3.0

For these programming tasks	refer to
Record Greetings	CallPilot Greetings on page 6
Set up the Greeting Tables: • record custom Auto Attendant Menu prompt or use default • assign Greetings • assign Greeting Table features • assign business hours for each day of the week	Greeting Tables on page 7
Assign lines answered by CallPilot	CallPilot line answering on page 8
Enter custom Class of Service values	Class of Service on page 9
Record Mailbox values	Mailboxes on page 10
Create Group Lists	Voice Group Lists on page 11
Create a Caller ID Routing Table	Caller ID Routing Table on page 12
Design CCR Tree nodes	CCR Trees on page 13
Create CCR Trees	CCR Tree programming template on page 14
Set Dialing Translation parameters	Dialing Translation parameters on page 15
Record Dialing Translation Table entries	Dialing Translation Table on page 15
Record Restrictions and Permissions (CallPilot Mini only)	Restriction Permission List on page 16
Assign return to Auto Attendant setting	Auto Attendant settings on page 17
Assign CallPilot system settings	CallPilot system settings on page 17
Assign Operator settings and Business Status	Operator and Business Status on page 17

For these CallPilot Message Networking tasks	refer to
Create Digital Networking sites	Digital Networking site table on page 18
Create AMIS sites	AMIS site table on page 19
Set up AMIS Call Blocking periods	AMIS Call Blocking periods on page 20
Create Network Site Mailboxes	Network Site Mailboxes on page 21
Create Network AMIS mailboxes	Network AMIS mailboxes on page 22

For these CallPilot Fax tasks	refer to
Create Fax Overflow mailboxes	Fax Overflow mailboxes on page 23
Create Fax On Demand mailboxes	Fax On Demand mailboxes on page 24
Create Fax Group Lists	Fax Group Lists on page 25

For these CallPilot defaults	refer to
Class of Service	Class of Service default values on page 26
CallPilot system properties	System properties on page 27 Feature codes on page 27 Line answering on page 27 Greeting Tables on page 28 Auto Attendant on page 28 Operator and Business Status on page 28

Note: Make copies of the pages as required.

Use these tables to assist you with CallPilot programming.
To use these tables:

- Determine which options apply to your system.
- Refer to the task and page number shown on page 3.
- Decide if you want to change or keep a default setting. The defaults are shown in **bold**.
- If you change the default, write information in the space provided, or circle an option.

Customer information

Customer/Company:	**Installation date:**
Address:	**Notes:**
Telephone:	
System Administrator:	

Pre-installation

Number of mailboxes to be installed	
Number of external lines to be answered	

Unit Address and Identification

IP Address	
Subnet Mask	
Primary DNS	
Secondary DNS	
Default Gateway	

Note: This table does not apply to a Business Communications Manager system.

CallPilot Greetings

Greeting number (1-40)	**Recorded Greeting** (For example, "Good morning. Thank you for calling Shelbourne Consulting.")

Greeting Tables

Greeting Table number:	1 2 3 4	**Note:** if you use CallPilot Mini, you have one Greeting Table.

	Morning	**Afternoon**	**Evening**	**Non-business**
Greeting Used				
CCR Tree				
Business hours				
Monday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Tuesday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Wednesday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Thursday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Friday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Saturday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Sunday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm

Note: Enter times in hh:mm format.
Circle a.m. or p.m. if you use a 12-hr clock.

Custom Auto Attendant Menu	
Primary Language prompt	
Alternate Language prompt	

Table options	
Target Attendant extension	
Language preference	**Primary** Alternate
Menu Repeat Key	

Note: For more information about CCR programming, refer to CCR Trees on page 13 and CCR Tree programming template on page 14.

CallPilot line answering

Line number	Telephone number (reference only)	Answered by CallPilot	Number of rings (0 to 12)	Greeting Table number (1 to 4) *
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		

* If you use CallPilot Mini you have one Greeting Table.

Class of Service

You can edit Class of Service values if you use CallPilot Manager. Use this table to record Class of Service values. For the default Class of Service values refer to Class of Service default values on page 26.

Class of Service	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
Name								
Max Mailbox Message time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								
Restriction Permission List								
Class of Service	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Name								
Max Mailbox Message time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								
Restriction Permission List								

Mailboxes

Mailbox #	Ext #	Class of Service* (1 to 16)	Name (1 -16 letters)	Type Information Subscriber Guest Network AMIS** Network Site** Fax On Demand** Fax Overflow**	Alt Ext 1 #†	Alt Ext 2 #†	Express Messaging line #† ††	In Company Directory	Message Waiting Notification	Auto Login	Call Screening ††	Outdial Route †† L = line R = route P = pool None = default
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**
								Y N	**Y** N	Y **N**	Y **N**	L __ P__ R **None**

* For more information see page 9 and page 26.
** If this CallPilot option is enabled on your system.
† Subscriber mailboxes only.
†† Not available for CallPilot Mini.

Voice Group Lists

Use this table to record voice Group Lists. You can create fax Group Lists if you have the Fax option enabled. To record fax Group Lists use the table "Fax Group Lists" on page 25.

Group List number* (901 to 999)	
Spoken name	
Display name (maximum 16 letters)	

Group List members

Name	Mailbox number

* The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

Caller ID Routing Table

Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

CCR Trees

CCR Tree number	1 2 3 4 5 6 7 8 Enabled: Y N	
Home node type Menu Information	Primary message	
	Alternate message	
Fax On Demand (available if you have the CallPilot Fax option enabled)	Primary message	
	Alternate message	
	Call method: one two	Line or pool number
Mailbox number		
Transfer	Internal	Extension #
	External	Line or pool #
		Telephone #

Destination applies to Mailbox and Information nodes

Previous Home Disconnect

CCR Tree programming template

Use this template to design CCR Trees. Each box represents a node on the CCR Tree. To use this template:

- • in the boxes record the Path number, node type and Greeting. Node can be Menus, Information, Mailbox or Transfer
- • for Menu and Information nodes, record a description in the box
- • draw lines between the boxes to form the Paths

• Use the table "CCR Tree programming template" on page 14 to record the details for each node

CCR Tree number	Home Menu

Path	Path	Path	Path
Node type	Node type	Node type	Node type

Path	Path	Path	Path
Node type	Node type	Node type	Node type

Path	Path	Path	Path
Node type	Node type	Node type	Node type

Dialing Translation parameters

Long Distance Access Code	
Area Code	
Access Code	
Reply Translation	Y N

Dialing Translation Table

For each Dialing Translation Table entry enter an Input value and an Output value.
The Input value can be a maximum of 14 digits. The Output value can be a maximum of 15 digits.

Note: CallPilot sorts the entries in ascending numerical order.
Longer, more specific entries appear before shorter, more generic entries.

Input value	Output value

Restriction Permission List

The Restriction Permission List is available for CallPilot Mini only.
A list can have up to 100 Restrictions and 100 Permissions. A Restriction or Permission can be a maximum of 26 digits.

Restriction List ID		
Restrictions		
Permissions		

Auto Attendant settings

Return to Auto Attendant	Y **N**
Touchtone Gate	None Standard Custom _____

CallPilot system settings

Max Outcalling Channels	1 2 3 4 5 6 7 8
Enable Voicemail	**Y** N
Enable Group List	**Y** N
Group List Leading Digit	1 2 3 4 5 6 7 8 **9**
Enable External Initialization	Y **N**
Make Directory Available	**Y** N
Enable General Delivery Mailbox	**Y** N
Enable Bilingual	Y **N**
Primary Language	
Secondary Language	
Canadian Pronunciation	Y **N**
Directory Search By	First name **Last name** Both
Enable Outdialing	**Y** N
Line number	
Pool number	
Route code	
Enable CallPilot User Interface	**Y** N
Name Prefix	
Special Prefix	
Country	
Companding Law	M-Law A-Law
Time Zone	

Operator and Business Status

Password **OPERATOR** (**67372867**)	
Answer lines	Y N
Receptionist or Operator extension	

** These settings are usually changed by the receptionist or Operator on a daily basis.

CallPilot options

Digital Networking site table

Use this table to record the properties for the Digital Networking sites you create.

Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N

AMIS site table

Use this table to record the properties for the AMIS sites you create.

Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route *	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route *	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route *	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route *	Line number Pool number Route code

* Outdialling is not available for CallPilot Mini.

AMIS Call Blocking periods

Use this table to record your AMIS Call Blocking periods.

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1		
	2		
	3		
	4		
Tuesday	1		
	2		
	3		
	4		
Wednesday	1		
	2		
	3		
	4		
Thursday	1		
	2		
	3		
	4		
Friday	1		
	2		
	3		
	4		
Saturday	1		
	2		
	3		
	4		
Sunday	1		
	2		
	3		
	4		

Network Site Mailboxes

Use this table to record the details of the Network Site Mailboxes you create.

Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	

Network AMIS mailboxes

Use this table to record the details of the Network AMIS mailboxes you create.

Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial *	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial *	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial *	Line number Pool number Route code
Destination site phone number	

* Outdialing does not apply to CallPilot Mini.

Fax Overflow mailboxes

Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	

Fax On Demand mailboxes

Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	
Delivery method	One-call Two-call
Maximum number of faxes*	1 2 3 4 5 6 7 8
Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	
Delivery method	One-call Two-call
Maximum number of faxes*	1 2 3 4 5 6 7 8
Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	
Delivery method	One-call Two-call
Maximum number of faxes*	1 2 3 4 5 6 7 8

* A caller can request a maximum of 8 faxes. A mailbox can store as many faxes as space permits.

Fax Group Lists

Group List number* (901 to 999)	
Spoken name	
Display name (1 - 16 characters)	

Group List members

Name	Fax machine telephone number (1 - 30 digits)	Route

*The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

CallPilot defaults

Class of Service default values

Class of Service	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
Maximum Mailbox Message time (in minutes)	15	15	15	15	5	5	20	20
Maximum Message Length (in minutes)	3	3	7	7	3	3	2	2
Message Retention Period (in days)	30	30	0	0	7	7	15	15
Maximum Greeting Length (in minutes)	1	1	1	1	1	1	10	10
Enable Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	Y	Y	N	N	Y	Y
Enable Personal Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							
Restriction Permission List (CallPilot Mini only)								
Class of Service	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Maximum Mailbox Message time (in minutes)	10	10	30	30	120	120	120	120
Maximum Message Length (in minutes)	3	3	7	7	10	10	2	2
Message Retention Period (in days)	365	365	60	60	90	90	45	45
Maximum Greeting Length (in minutes)	1	1	2	2	3	3	5	5
Enable Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	N	N	Y	Y	Y	Y
Enable Personal Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							
Restriction Permission List (CallPilot Mini only)								

* If the Message Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language

CallPilot system defaults

System properties

Maximum number of outcalling channels	No default
Voicemail	Enabled
Group Lists	Enabled
Group List leading digit	9
External initialization	Not enabled
Company Directory	Enabled
General Delivery Mailbox	Enabled
Redirect DN (not available for CallPilot Mini)	Enabled
Bilingual operation Primary language Alternate language	Not enabled No default No default
Canadian Pronunciation	Not enabled
Search Company Directory By	Last name
CallPilot User Interface (not available for CallPilot Mini)	Not enabled
Name Prefix	11
Special Prefix	19
Primary UI (not available for CallPilot Mini)	
Country (not available on BCM)	Depends on location
Companding Type (CallPilot Mini only)	Depends on location
Timezone (not available on BCM)	Mini, 150
Daylight Savings Time (not available on BCM)	Not enabled

Feature codes

Leave Message	980
Open Mailbox	981
Operator Status	982
System Programming	983
Call forward to CallPilot	984
CallPilot extension	985
Transfer	986
Interrupt	987
Call Record	989

Line answering

Skillset number	0
Answered by CallPilot	N
Greeting Table number	1
Number of rings	0

Greeting Tables

Return to Auto Attendant	N
Auto Attendant Menu Prompt	Y
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant extension	No default
CCR Tree	None
Business Hour start times	Morning 12:00 am (midnight) Afternoon 12:00 pm (noon) Evening 6:00 pm Non-business 6:00 pm

Auto Attendant

Return to Auto Attendant	N

Operator and Business Status

Receptionist or Operator available	N
Business open	Y
Answer lines	Y
Receptionist or Operator extension	No default